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ABSTRACT

The Lifelong Learning Center (LLC) of the Buffalo and Erie County, New York, Public Library is described with emphasis on objectives and programming developed for a grant project. The objectives included the following: conduct monthly support services for literacy tutors; sponsor training and information sessions for tutors; provide assistance to local tutors in selecting resource materials; cosponsor life skills workshops; provide weekly "Writing to Read" and "Reading to Write" group sessions; provide additional one-on-one tutoring; provide day-long training networking workshop for the Western New York Adult Literacy Coalition; sponsor training sessions for staff members of rural contracting libraries; visit community agencies and conduct group tours of the library; assist staff at the public information desk; and publicize the project. A list of LLC visits is attached, along with an itemization of software and book purchases. It is concluded that networking has improved, the LLC is more visible in the community, and more people are being served, but that more outreach, especially to the Spanish-speaking community, and more interagency cooperation is needed. (Adjunct ERIC Clearinghouse on Literacy Education) (LB)

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TITLE VI
LSCA LIBRARY LITERACY PROGRAM
CFDA No. 84.167
FINAL EXPENDITURE REPORT 1988-89
BUFFALO & ERIE COUNTY PUBLIC LIBRARY
PR/Award #R167A 80200

Introduction

The Lifelong Learning Center (LLC) of the Buffalo and Erie County Public Library experienced a major personnel change in May 1989. Maureen Moffat, the coordinator of LLC left to accept a position outside the library. Her successor, Judith Lopez del Moral was new to the department and its functions. Of necessity, much time had to be spent acquainting herself with the networks already established, as well as surveying needs as she saw them. She is fluent in Spanish and felt that an outreach to the Hispanic population should be one priority here-to-fore not emphasized. Also, a change in the manner of orientation for Literacy Volunteer tutors was deemed necessary, when early workshops gained sparce attendance. She now takes part in each orientation course given to tutors at the LVA Office where bibliographies of materials are given to tutors and department services are explained. Tutors are then invited to the library for use of the Resource Room and the literacy collection.

Another factor which influenced the program's development from that originally planned, was the fact that the W.N.Y. Literacy Coalition, spearheaded by the United Way, has met only once in the last six months. The LLC Coordinator continues to edit the Coalition's Literacy Provider Directory which covers a four county span of GED, ABE and ESL facilities. She also is a member of the legislative committee of the Coalition.

These factors have played a large part in the programming of the LLC. While some objectives were not fulfilled as originally planned, other initiatives were undertaken as the situation permitted, or demanded.

I. Objective A. Conduct monthly support services for at least 20 literacy tutors.

This objective was difficult to meet. Most ABE, GED and ESL teachers in the area are affiliated with the Adult Learning Center and its satellites. These teachers have a two month vacation during July and August making contact impossible for that time. Most volunteers come from Literacy Volunteers. In either case we have found it difficult to arrange monthly sessions. Instead, we have solicited concerns from tutors whose sites have been visited, or who come to LLC with the class, -ie. who publishes GED materials in Social Studies for the Spanish language students? Most teachers feel that after class they aren't interested in more work. We have tried to give as many teachers as possible the bibliographies published by LLC. The LLC coordinator has visited the Adult Learning Center twice and has hosted class visits

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for five teachers and seventy-nine students. All received library card applications and a department orientation. (July 21, July 19, 20, August 8, October 5 In addition a GED satellite was visited October 6, 1989 and consequently a student tour was arranged for the beginning of Nov. 1989, to be conducted in Spanish. We hope that in this way tutors will become familiar with the services at their disposal and will show more willingness to attend future support meetings.

Objective B. Sponsor 4 training and information sessions for about 50 tutors.

On October 19, 1988 twenty-two persons took part in a workshop entitled "Cultural Sensitivity to the Hispanic Community." Another twenty-six attended a workshop called "Black American Students." These were held to orient tutors toward the cultural differences they face in their classes. Mary Brown of the State University of N.Y. at Buffalo held a "Cultural Compatibility" conference on April 29, 1989 at the LVA. The "Tutor/Student Relationship" was discussed the same day by John Moffat of the Goldome Bank. Literacy Volunteers commented that these topics were much needed for their work.

Objective C. Provide assistance to local tutors in selecting resource materials.

Classes for Literacy Volunteers were held at the LLC on April 15, May 4, 16, and June 15 to acquaint them with the facilities we offer, including a private room for tutoring. These were limited to ten persons each session. As of June the LLC coordinator or her substitute visits the LVA Office to present a formal class on the services the library offers, as well as to hand out bibliographies and information about workshops. This direct contact has been made on June 16, June 22, July 27, October 19, October 26, October 30. A total of sixty-seven tutors thus received instruction about the LLC.

Prepare annotated bibliograpahies: The following are titles of bibliographies:

"Adult Learner Test Review Books"
"English As A Second Language"
"Writing Skills"
"Reading, Spelling and Word Skills
"Software For Adult Learners"
"Videotapes for Adult Learners and Tutors"

In addition to these, a translation was made into Spanish, of the general services available at LLC. A translation of a Literacy Volunteer poster was also done by the LLC coordinator at LVA's request.

Objective D Cosponsor with LVA two life skills workshops.
This was suggested at a meeting of the LLC coordinator and the director of the Buffalo office of LVA Jim Tasa on June 14. A follow-up call in July still brought no real response and it was decided that the Literacy Volunteers program did not jibe at this time. Perhaps a later program can be devised.

Objective E. Provide 12 weekly "Writing to Read" "Reading to Write" group sessions.
Mary Balthasar, of the LLC staff, prepared a series of twenty-two classes between April 26 - June 21, 1989 on the writing of business letters, a picture is worth 1000 words, my story, a personal letter and ordering from a catalog. Most students heard of the series through their tutor. A small "graduation" reception was held at the end when fifteen students received recognition certificates from the library Director. The series proved to be more than just the desired grammar course - it provided cross-cultural communication for several Oriental students who could learn to talk English with an "illiterate" Black American. He felt proud to be able to help the ladies, who in their own country, held advanced degrees.

Objective F. Continue to provide one-on-one tutoring increasing the number of students by 20%.
With the change of tactics for orienting literacy tutors to our facilities, by going to LVA orientation programs on a regular basis, a total of 175 hours were booked for the Resource Room. Of these 113 were noted in the last six months, with nineteen new tutors added to the list of users. Mail survey of the Library's units for an update on literacy services and facilities - Conduct a survey of literacy activities, facilities and resources in the library units.
A "Unit Use Survey for Literacy Providers" was sent on July 7, 1989 to the fifty-four units and Central Library subject departments to determine their facilities, as well as to see which have computers and software. Fifty four returns were collated for a total of sixty-two tutors working with one hundred and seven students, on the average of one hour per week. In addition, nine units house facilities for a probation officer to meet with offenders (approximately eighty-five). Due to the secrecy involved with the probation appearances, the staff could not always give precise information. Nine units are used by social workers for client contact (about forty-seven persons), in addition to the facilities for a Well-child Clinic, Mental Health Clinic, and by the Small Business Council. Thirty -three tutors also meet in libraries for homework help.

don't realize who exactly is using the facility. This would be important for future planning of programs. Most librarians feel insecure in choosing software programs for literacy, another topic of concern for future planning.

Objective G. Provide an all day training networking workshop for members of the Western N.Y. Adult Literacy Coalition. Since the Coalition itself met only once in the past six months and is in a formative stage under the spearhead of United Way, this workshop was delayed until January 1990 when three members of the education community will address the topic of "Recognizing Learning Disablilties in Your Adult Student." The coordinator of LLC is currently contacting the guest speakers. She did send out a questionnaire on Sept 22, 1988 for the Coalitions Directory udpdate. Replies are presently being collated.

Objective H. Sponsor 2 training sessions for staff members of rural contracting libraries.
On September 13, 1989 Mrs. Helen Huguenor Lyman, adjunct professor at the State University of N.Y. at Buffalo School of Information Sciences and an esteemed author of books on literacy addressed thirty-five librarians from all of the Buffalo & Erie County Public Library System on "Planning Library Literacy Services." The topic was well received and was followed by various phone calls concerning curriculum development. The group was interested to know the different levels of literacy, as well as the statistics on functional illiteracy. These are important preparatives for librarians planning a program for their neighborhood. A few commented that the LLC materials should be available at branch units as well. This is a fertile area for future programming.

Objective I. Visit at least 20 community agencies and conduct a minimum of 10 group tours of the library.

-and-

Objective J. Visit agencies and give tours of LLC.

The following list mentions the visits made by the staff of LLC. An * marks a follow-up visit/s by the facility. All received our bibliographies and service bulletins.

Literacy Volunteers of America Jim Tasa, Director, et at 1439 Main Street Buffalo, N.Y. 14209	**Many visits for orientation made. Picnic attended July 9, 1989
Huntington Learning Center Cynthia M. Surre, Director Sheridan Hopkins Professional Park 13 Hopkins Road Williamsville, N.Y. 14221	*6/21/89
United Way W.N.Y. Adult Literacy Coalition 742 Delaware Ave Buffalo, N.Y. 14202 Stephanie Barber - Coalition Rep.	7/5/89 7/13/89
The Urban League of Buffalo 15 E. Genesee Street Buffalo, N.Y. 14203 Marilyn Kragbe & Mr. Kyle	*7/18/89 various group classes
Adult Learning Center Marcia Turley, Joanne Basil Mr. Soults, Mrs. S. Jarat Mrs. Dant 389 Virginia St. Buffalo, N.Y. 14203	*7/19, 7/20, 8/8, 10/8
Helen Huguenor Lyman Literacy Consultant SUNYAB S4528 Freeman Rd. Orchard Park, N.Y. 14217	*8/6/89 9/6/89
Allentown Youth Services Kristina Flashner 111 Elmwood Avenue Buffalo, N.Y. 14201	*8/10/889
West Seneca Developmental Disabilities Services Office Cheryl Hurlburt, Human Resources Department 1200 East & West Road W. Seneca, N.Y. 14224	8/16/89
Erie County Community College CASEI Program Jan Glazier City Campus Buffalo, N.Y. 14203	8/17/89

Erie Coounty Community College Dr. Eleanor Paterson, Dir. Bilingual Education City Campus Buffalo, N.Y. 14203	9/8/89
The Gow School Emery Road South Wales, N.Y.	9/22/89
Everywoman's Center - Hispanaic Outreach Program (Puerto Rican American Community Assoc.) 381 Niagara St. Buffalo, N.Y. 14201 Zaida Maldonado, Sandra Velasco	10/6/89
Cornell University School Of Industrial Relations & Labor Yvonne Rebholz, Mrs. Seitz 110 Pearl St. 10th Floor Buffalo, N.Y. 14202	*Various visits
Maryvale Community Education Center 777 Maryvale Road Cheektowaga, N.Y. 114225 Sue Licata	5/17/89
CAC Tutorial Linda Clark, Director 4625 Harlem Road Snyder, N.Y. 14226	
WHTT (FM radio) Mark Edson Cathedral Park Counseling Service 295 Main St. Buffalo, N.Y. 14202	
Catholic Charities 160 Sugg Road Cheektowaga, N.Y. 14225 Jean Malona	4/11/89
Community Action Organization 70 Harvard Place Buffalo, N.Y. 14209 Mr. Dargan	4/11/89
Educational Opportunity Center 465 Washington St. Buffalo, N.Y. 14203	4/6/89

La Alternativa
176 Jersey Street
Buffalo, N.Y. 14201
Zonya Rivera, Maria Ortez

4/11/89

Just from May to September, 1989, 147 students received guided tours; and 153 reference requests in literacy were answered.

Objective K. Assist at the Public desk at LLC.
All staff members of the department serve turns at the public service desk. Often this is about 33% of their staffing time.

Objective L. To publicize the project
Place PBS spots on 4 radio stations and 3 TV stations.
Advertise in newspapers and community centers.
On September 10, 17, and 28th, 1989, the FM radio station WHTT broadcast three taped 15 minute interviews about the LLC's programs. The interviews were between Mark Edson, locutor and Judith Lopez del Moral, of LLC, on the program "Update."
The Linkletter of Literacy Volunteers carried announcements of the summer writing program, as well as the availability in October of a training for tutors to use the Apple computers in LLC.
All sites visited by LLC staff received our advertisings.
During the Literacy Volunteers July picnic two staff members of LLC passed out publicity inviting students and tutors to use the facility.
("Ants come to picnics...").

Collection and Budget Spent

A. Purchase 15 software packages.

We have added the following to our software collection:

Bank Street Writer III & Speller
ESL Picture Grammar
Essential Idioms In English
Prefixes
Roots
Suffix Spelling Patterns
Syllable Plus

This software selection continues as new materials become available.

B. Selecting 300 volumes on basic low level reading and 204 volumes on writing skills.

Examples of titles received.

All clear! Idioms in context (bk. set & cassette)
Beginning Listening (Cassette)
English With a Smile (Bk. 1 & cassettes)
(Bk. 2 & cassettes)
Speaking of Survival
Stories We Brought With Us
Taking A Trip
Time and Telling Time
Write it Right
Writing Book: English in Everyday Life
You and Your World (set of 10 vols.)
I Want to Read To Two Too.
Idioms in American Life
Laubach Way To English; Workbook 4
Lifelines: Coping skills in English
Books 2, 3, and 4
Practicing Comprehension
Preparation for Writing: Grammar
Skills for Reading
Buying With Sense (10 books & teacher guide)
Conversation in English: Points of Departure
Easing into Essays
English Spoken Here (Books 1-4)
English With a Smile (Books 1-2 & Teachers manual)
Essentials of English Grammar
Finding Your Way

Of the $2095.00 book selection monies awarded, we spent $2094.44 on 359 books. In Personal services, of the budgeted $17,997.00, $17,533.28 was spent. For fringe benefits we were alloted $4,908.00; we spent: $2,786.36. All these funds were not spent due to an unforseen hiatu when the Librarian's position lay vacant for a short interim period.
Of the total $25,000 award, we spent $22,414.08.

Conclusion:

We have made in-roads is our networks, we are becoming more visible in the community, we are seeing new faces in LLC. But much needs to be done. We must work on publicity as well as reaching out to persons not previously contacted (i.e. Spanish Community). Much of the planning originally made, of need had to be revised due to the major staff change. Planning is essential to any successful program. We need time and quiet to plan. This must be time off the reference desk.

We need to emphasize to the agencies with which we network, the importance of good communication and cooperation. Although we have establilshed close ties with the local LVA office, we feel more communication on their part would be ideal, i.e. when their newsletter is scheduled for publication so we can include articles. We hope to serve a greater number of our foreign-born population by offering translations of our bibliographies and rules in their native tongues. We hope to acquire political savvy to lobby for legislation in support of our programs.